2013/14 Q2

LEGAL AID ONTARIO
QUARTERLY PERFORMANCE REVIEW

ABOUT LEGAL AID ONTARIO (LAO)

LAO helps financially eligible, low-income Ontarians through the following services:

DUTY COUNSEL

Lawyers who can quickly assess a person's legal problems and provide advice, information and representation to people who would otherwise be unrepresented and unassisted in the courtroom.

TOLL-FREE TELEPHONE SERVICES

Available in over 200 languages. The call centre can provide information about legal aid services, qualification for the various types of services available, and answer questions about legal aid applications.

SUMMARY LEGAL ADVICE

If financially eligible, a client can get advice on criminal, family or immigration issues from a lawyer for up to 20 minutes through LAO's toll-free number.

COMMUNITY LEGAL CLINICS

LAO funds 77 independent community legal clinics that can help with housing issues, government assistance cases, civil appeals, proceedings at tribunals.

CERTIFICATES

If a client is financially eligible and his/her legal needs warrant it, a client may be able to apply for a certificate, which covers the cost of a lawyer.

SPOTLIGHT ON: THE YOUNG PERSON'S DIVERSION PROGRAM HOTLINE

Are you under 18 and accused of a non-violent crime like vandalism or theft?

Call LAO's Young Person's Diversion Program hotline at 1-800-265-0451 or 1-800-561-2561.

An automated message will prep you about:

- what to expect and do at court
- how you can get charges dropped if you comply with "extra-judical sanctions" like
  - community work
  - a written apology
  - training and treatment

The option of leaving a message for an LAO duty counsel to call you back and give you 20 minutes of free summary legal advice.

In the second quarter, there were 77 calls from mostly young people or parents unfamiliar with the court system. In 2012, there were a total of 348 people who accessed this service.

CLIENT SERVICES

Legal Aid Ontario's toll-free call centre. Calls are streamed into one of two tiers.

Tier 1

Clients are matched to a service that meets their legal aid needs or are referred to other programs.

4.4%

Call volumes for tier 1 dropped by 4.4 per cent, to **64,365** in Q2 **2013/14** from **67,337** in Q2 last year.

3:56 minutes: Average duration of call in Q2 compared to 3:49 minutes in the same period last year.

1:04 MINUTES

Average wait time in Q2 compared to **1:18** minutes in the same period last year.

Tier 2

Clients are assessed for financial eligibility, provided with legal information or referred to staff lawyers for legal advice in either family law, criminal law or immigration law. Applications for certificates are also made at this level.

37%

Call volumes for this period dropped 37 per cent to **24,201** for Q2 2012/13 from **38,393** because calls are now more effectively triaged from Tier 1. Clients who require summary legal advice (SLA) can now be transferred directly from Tier 1 to an SLA lawyer, bypassing Tier 2.

16:37 minutes: Average duration of call in Q2 compared to 16:32 minutes in the same period last year.

2 MIN 22 SEC

Average wait time in Q2 compared to **6:16** minutes in the same period last year.

Duty counsel: dispositive services

Dispositive services help a case progress towards resolution.

14,433 civil/family assists YTD

Compared to 15,551 dispositive assists for the same period in the previous fiscal year.

Civil/family dispositive services include:

- arguing emergency motions
- obtaining consent orders
- arguing motion/application/ adjournments
- supporting enforcement proceedings
- supporting inter-jurisdictional support hearings
- conducting CFSA temporary care and custody, CFSA status review, CFSA apprehension
- conducting parole hearing or disciplinary hearings

45,370 criminal assists

Compared to 51,844 dispositive assists for the same period in the previous fiscal year.

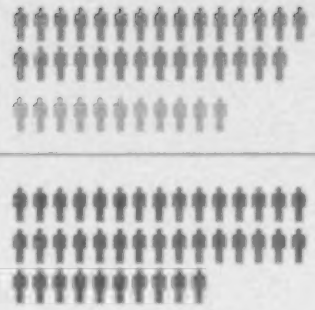
Some criminal dispositive services include:

- trials
- withdrawal of all charges
- guilty pleas/speaking to sentence
- *Gladue* submissions
- judicial interim release proceedings
- diversion/extra-judicial sanctions
- peace bond/recognizance
- hearings to rescind bench warrants
- mental health assessment order hearings, sentence reviews
- appeals *de novo*

Duty counsel: persons assisted

The number of criminal assists by duty counsel and from SLA and LAO Court Workers fell by 3.8 per cent for the second quarter, reflecting the continued reduction in the number of criminal charges laid across the province.

Civil assists by duty counsel increased by 4 per cent during the second quarter, reflecting the increasing support for duty counsel in family law.



	2013/14	2012/13
Criminal	284,211	295,322
Civil	111,140	106,915
TOTAL	395,351	402,237

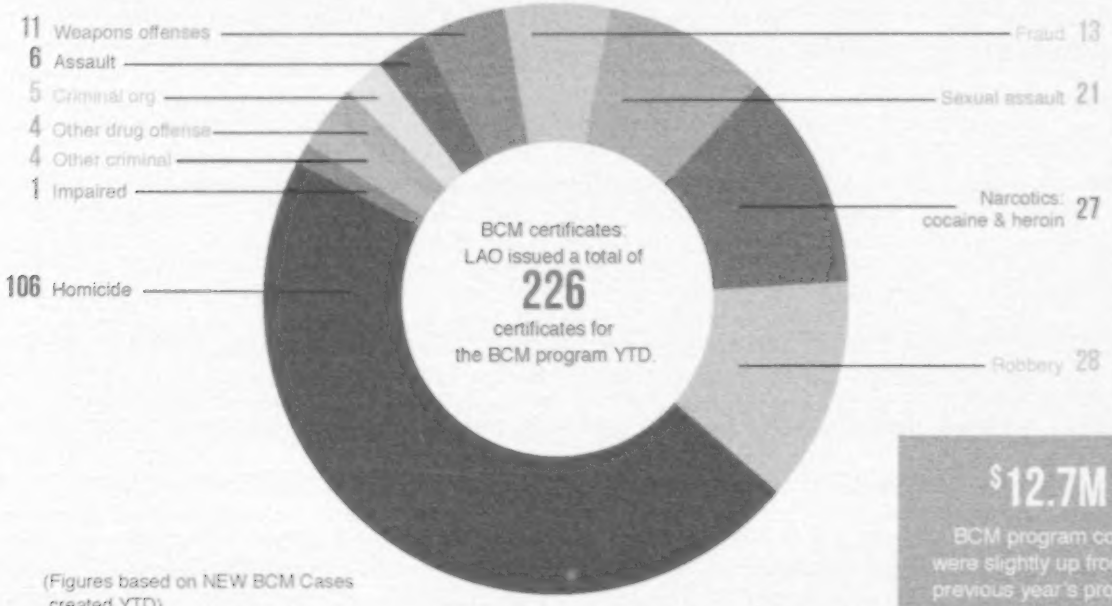
LEGAL AID CERTIFICATES

	Q2 2012/13	Q2 2013/14
Criminal	30,562	28,957
Family	9,857	10,019
Immigration & Refugee	5,169	2,488
Other Civil	2,146	2,217
Total	47,734	43,681

86.3%

Acceptance rate as of September 2013

BIG CASE MANAGEMENT (BCM)



(Figures based on NEW BCM Cases created YTD)

$12.7M

BCM program costs were slightly up from the previous year's program costs, which were $12.4 million.

FINANCIAL UPDATE

Operating Budget ($M)	Year-to-Date			2013/14 Year End	
	YTD Sept. 2012 Actual	YTD Sept. 2013 Actual	YTD Sept. 2013 Budget	Forecast	Budget
Government of Ontario	$ 172.512	**$ 173.407**	$ 173.407	$ 350.049	$ 350.049
Law Foundation	10.536	**10.458**	11.229	22.120	22.118
Client Contributions	6.496	**5.266**	8.081	11.000	15.665
Client & Other Recoveries	0.289	**0.680**	0.350	1.100	0.700
Miscellaneous	0.428	**0.527**	0.348	0.995	0.695
TOTAL REVENUE	$ 190.261	$ 190.338	$ 193.415	$ 385.264	$ 389.227
Core Business Expenses					
Certificate Program - BCM	$ 12.422	**$ 12.714**	$ 13.743	$ 26.049	$ 27.549
Certificate Program - Other	79.587	**73.338**	74.940	143.719	145.219
Client Service Offices	5.362	**6.263**	7.034	15.720	16.220
Clinic Program	36.821	**36.933**	38.634	78.104	76.802
Duty Counsel Program	21.960	**23.198**	24.624	48.277	48.277
Service Innovation Projects	0.325	**0.137**	0.603	0.715	1.215
TOTAL CORE BUSINESS EXPENSES	$ 156.477	$ 152.583	$ 159.578	$ 312.584	$ 315.282
Service Provider Support	$ 2.436	**$ 2.514**	$ 2.679	$ 5.281	$ 5.481
Administrative Expenses	13.728	**14.925**	16.805	32.843	34.543
Other Expenditures	2.545	**3.279**	3.648	8.213	9.773
Program support	9.597	**10.270**	10.065	23.648	24.148
TOTAL OPERATING EXPENSES	**$ 184.783**	**$ 183.571**	**$ 192.775**	**$ 382.569**	**$ 389.227**
OPERATING SURPLUS / (DEFICIT)	$ 5.478	$ 6.767	$ 0.640	$ 2.695	$ –

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